





City of Arts & Innovation

City of Riverside Administrative Manual

Effective Date: 11/2019
Last Review Date: 10/2019
Latest Revision Date: 07/2022
Next Review Date: 07/2025
Policy Owner(s): General Services

Approved:



Department


City Manager

SUBJECT:

City Hall Security, Lobby Visitor Registration Procedure

PURPOSE:

To provide security for the public, City staff, and to protect City property while City Hall is open for operational purposes.

SOURCE OF AUTHORITY: City Charter Section 601

POLICY:

All visitors who wish to enter City Hall and utilize the lobby elevators to conduct business within the facility are required to check in at the Visitor Registration Kiosk located at the first floor lobby concierge desk. City staff are not required to check into the Visitor Registration Kiosk; however, city staff shall carry their access control/ID badges on their person at all times to access the facility elevators and interior/exterior door card readers.

Registration Guidelines:

1. Checking in at the Visitor Registration Kiosk is not required for those visitors entering the building solely for the purpose of visiting the Café or to pay a city bill at the Treasury/Cashier window.
2. Check in at the Visitor Registration Kiosk is not required for public meetings, but visitors will need to inform the guard on duty which meeting, location and floor so that the guard can facilitate access to the meeting.
3. Anyone who becomes disruptive and impedes the daily activity of City Hall, the Cafe, or the cashier windows may be asked to leave. If they refuse, the guard or any city representative should call the Riverside Police Department's 911 Dispatch Center and request an officer be sent to City Hall for assistance.

Visitor Registration Kiosk:

1. A photo ID is the preferred method of check-in. The visitor shall present their photo ID to the Visitor Registration Kiosk scanner. The kiosk will automatically populate the name. The floor number is manually input and a photo is taken. If the ID presented to the kiosk does not automatically scan, all necessary information must be manually input. (It is not required that the photo ID be issued by the State of California nor is it required to be a California issued driver's license.)
2. The Visitor Registration Kiosk does not collect data other than a name, photo, and which floor will be accessed by the visitor. The information is gathered solely for security/safety purposes in case an emergency occurs while the building is occupied.
3. A visitor that has no photo ID or any form of ID will be asked to manually enter their information at the kiosk.
4. If a visitor refuses to check in at the Visitor Registration Kiosk, they will be asked by Security personnel what floor or department they wish to access. Security will contact the prospective department, and request that a representative be sent to the first floor and contact the visitor. If a city representative is sent to the lobby, they have the choice of escorting the visitor to their respective floor and complete the visitor's business or they may choose to complete said business in the lobby area.

PROCEDURE:

Responsibility	Action
	See Attached Flow Chart

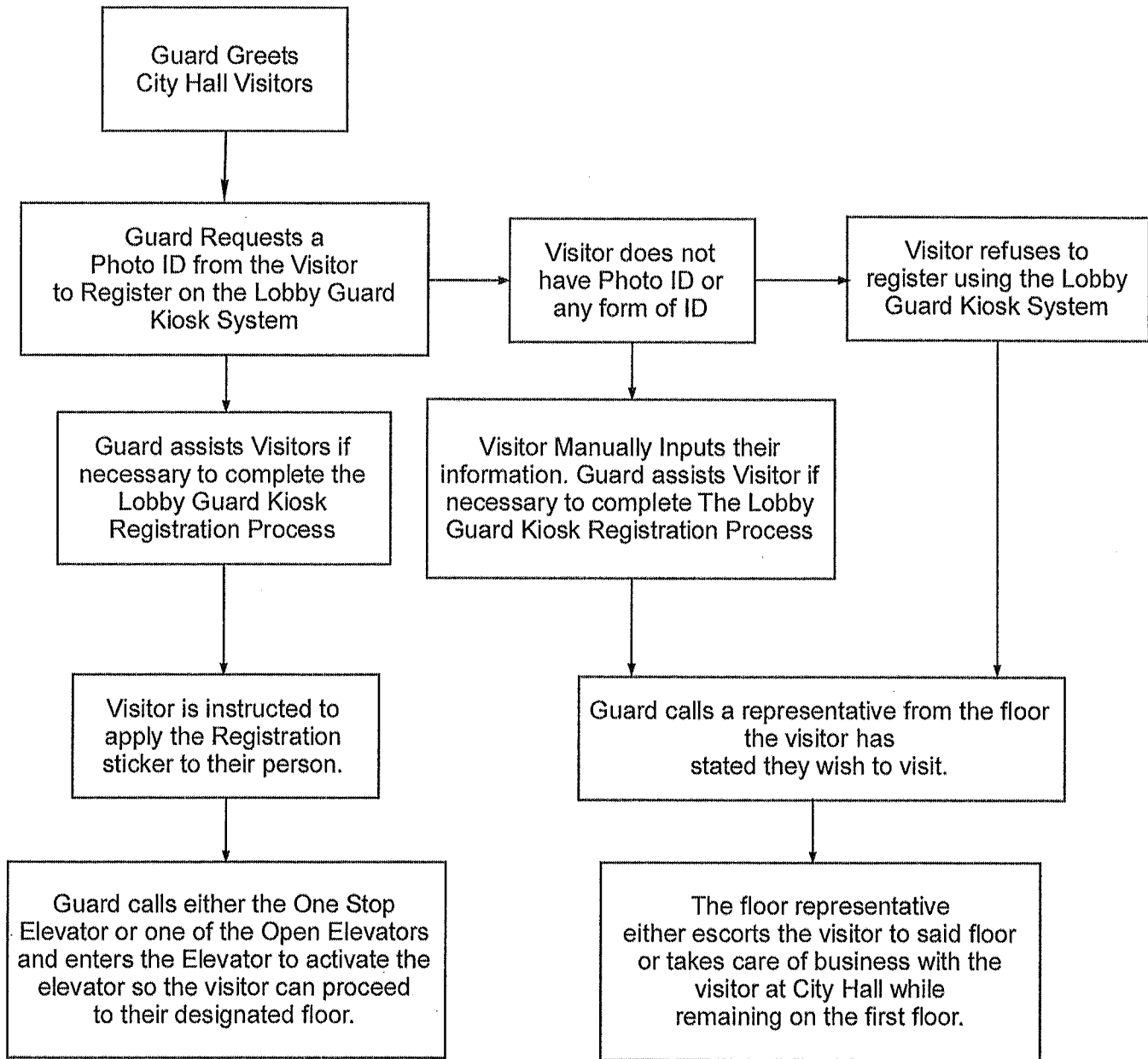
Attachments:

Flow Chart

Department Review			
<i>Required</i>	<i>Department</i>	<i>Signature</i>	<i>Printed Name</i>
<input type="checkbox"/>	City Attorney		
<input type="checkbox"/>	City Clerk		
<input type="checkbox"/>	CEDD		
<input type="checkbox"/>	Off. of Communications		
<input type="checkbox"/>	Finance		
<input type="checkbox"/>	Fire		
<input type="checkbox"/>	General Services		

<input type="checkbox"/>	Housing
<input type="checkbox"/>	Human Resources
<input type="checkbox"/>	IT
<input type="checkbox"/>	Library
<input type="checkbox"/>	Museum
<input type="checkbox"/>	Off. of Homeless Solutions
<input type="checkbox"/>	Parks, Rec & Comm Svcs
<input type="checkbox"/>	Police
<input type="checkbox"/>	Public Utilities
<input type="checkbox"/>	Public Works

Security Guard Entry/Access to City Hall Procedure



1. Anyone entering the building solely for the purpose of visiting the Cafe or to pay a city bill at the Treasury/Cashier window is not obligated to register on the Lobby Guard Kiosk System.
2. Visitors may go directly to a noticed public meeting scheduled in city hall without checking in at the Lobby Guard Kiosk; however Visitor should inform guard of their public meeting and which floor the meeting will be taking place.
3. Anyone who becomes disruptive and impedes the daily activity of City Hall, the Cafe, or the cashier windows may be asked to leave. If they refuse, the guard or any city representative should call the Riverside Police Departments 911 Dispatch Center and request an officer be sent to City Hall for assistance.